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ABSTRACT

The participant's manual for a national teleconference (January 23, 2002) provides materials on innovative independent living programs, especially the Mental Health Peer Support Project. Introductory material includes the conference agenda, information about the trainers, and information about the sponsoring organizations, the Independent Living Research Utilization Program and the National Council on Independent Living, which have developed the Independent Living (IL) Net. A paper by Judith Holtz and others entitled "Been There, Done That: The Mental Health Peer Support Project," describes the process involved in development of the authors' peer supported project for persons with mental health disabilities in their California center. The project increased services to this group, helped individuals become employed, and contributed to system change. This paper is followed by materials produced by the center including participant recruitment materials, a job description, an employment application, and evaluation materials. (DB)

IL NET Presents...

ED 468 365

Teleconference: Innovative IL Programs: Mental Health Peer Project

January 23, 2002



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Expanding the Power of the Independent Living Movement

EC 309158

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IL NET

an ILRU/NCIL National Training and Technical Assistance Project

Expanding the Power of the Independent Living Movement

INNOVATIVE IL PROGRAMS: MENTAL HEALTH PEER PROJECT

A National Teleconference

Participant's Manual

January 23, 2002

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Innovative IL Programs: Mental Health Peer Project

A National Teleconference

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Innovative IL Programs: Mental Health Peer Project

A National Teleconference

January 23, 2002

AGENDA

1. Welcome and Introduction
2. History of the Program – Mary Ann Jones
 - Groundwork Laid Which Made it Possible
 - Funding: Timing and Opportunity
 - Relationship to IL Mission
 - PR, Recruitment and Follow-up Overview
3. Q & A
4. The Program – Judith Holtz & Penny Mehra
 - Recruitment of Participants
 - Recruitment of Agencies
 - Host Agency Point of View
 - Course Content
5. Q&A
6. A Program Participant's Point of View – Andrea Pulcini
7. Q & A
8. What Are the Measures of Success? – Judith Holtz & Penny Mehra
9. Q & A
10. Wrap-up

About the Trainers

Judith Holtz is the Peer Support Employment Project Coordinator at the Westside Center for Independent Living (WCIL) in Los Angeles and has been employed there for 2 ½ years. She has extensive experience with the mental health system, both as a service provider and as a consumer.

Mary Ann Jones is the Executive Director of WCIL, where she has been employed for the last 10 years. She has a bachelor's degree in psychology and mass communications with an emphasis in public relations. For more than 30 years she has worked and volunteered for several non-profit organizations, most of which have been directly linked to disability-related issues and the independent living movement.

Penny Mehra has been the Executive Director of the Alcott Center for Mental Health Services in Los Angeles for the past 14 years. The Alcott Center is one of the host agencies in the community for the Peer Project and they have hired two graduates of the program. Penny chairs the Westside Mental Health Network which is made up of community mental health services providers, consumers and family members for information sharing and mutual support.

Andrea Pulcini graduated from the Peer Support (Employment) Project September of 2001 and went on to intern at Westside Center for Independent Living working in the Client Assistant Program (CAP) as a CAP Advocate. After her internship, WCIL hired her for the CAP Advocate position part-time in January 2001. She now works full-time in the position of Assistive Technology Services Coordinator.

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ABOUT ILRU

The Independent Living Research Utilization (ILRU) Program was established in 1977 to serve as a national center for information, training, research, and technical assistance for independent living. In the mid-1980's, it began conducting management training programs for executive directors and middle managers of independent living centers in the U.S.

ILRU has developed an extensive set of resource materials on various aspects of independent living, including a comprehensive directory of programs providing independent living services in the U.S. and Canada.

ILRU is a program of TIRR, a nationally recognized, free-standing rehabilitation facility for persons with physical disabilities. TIRR is part of TIRR Systems, a not-for-profit corporation dedicated to providing a continuum of services to individuals with disabilities. Since 1959, TIRR has provided patient care, education, and research to promote the integration of people with physical and cognitive disabilities into all aspects of community living.

ABOUT NCIL

Founded in 1982, the National Council on Independent Living is a membership organization representing independent living centers and individuals with disabilities. NCIL has been instrumental in efforts to standardize requirements for consumer control in management and delivery of services provided through federally-funded independent living centers.

Until 1992, NCIL's efforts to foster consumer control and direction in independent living services through changes in federal legislation and regulations were coordinated through an extensive network and involvement of volunteers from independent living centers and other organizations around the country. Since 1992, NCIL has had a national office in Arlington, Virginia, just minutes by subway or car from the major centers of government in Washington, D.C. While NCIL continues to rely on the commitment and dedication of volunteers from around the country, the establishment of a national office with staff and other resources has strengthened its capacity to serve as the voice for independent living in matters of critical importance in eliminating discrimination and unequal treatment based on disability.

Today, NCIL is a strong voice for independent living in our nation's capital. With your participation, NCIL can deliver the message of independent living to even more people who are charged with the important responsibility of making laws and creating programs designed to assure equal rights for all.

ABOUT THE IL NET

This training program is sponsored by the IL NET, a collaborative project of the Independent Living Research Utilization (ILRU) of Houston and the National Council on Independent Living (NCIL).

The IL NET is a national training and technical assistance project working to strengthen the independent living movement by supporting Centers for Independent Living (CILs) and Statewide Independent Living Councils (SILCs).

IL NET activities include workshops, national teleconferences, technical assistance, on-line information, training materials, fact sheets, and other resource materials on operating, managing, and evaluating centers and SILCs.

The mission of the IL NET is to assist in building strong and effective CILs and SILCs which are led and staffed by people who practice the independent living philosophy.

The IL NET operates with these objectives:

- Assist CILs and SILCs in managing effective organizations by providing a continuum of information, training, and technical assistance.
- Assist CILs and SILCs to become strong community advocates/change agents by providing a continuum of information, training, and technical assistance.
- Assist CILs and SILCs to develop strong, consumer-responsive services by providing a continuum of information, training, and technical assistance.

READINGS IN INDEPENDENT LIVING

Been There, Done That: The Mental Health Peer Support Project By Judith Holtz, Mary Ann Jones and Keith Miller June 2001

Judith Holtz, Mary Ann Jones and Keith Miller describe the process involved in the development of their center's peer support project for persons with mental health disabilities. The project increased services to this group, helped individuals become employed and contributed to a much needed system change. To develop a similar project, WCIL recommends the following steps:

- Attend community mental health network meetings to establish contacts and identify gaps in service
- Identify funding
- Develop materials for recruitment and interview
- Identify internship opportunities within community service delivery agencies
- Place graduating participants in internships and provide appropriate support services.

Introduction and Background

While it is understood that centers for independent living work with and on behalf of people with all types of disabilities, it must be acknowledged that many centers, especially in the early days of center development, dealt primarily with persons who had physical and sensory disabilities. Indeed, some refer to mental disability as the "stepchild" of the IL movement. In the mid-90s, the Westside Center for Independent Living (WCIL) made a conscious decision to reach out to consumers with mental health issues. Staff developed a pilot Peer Support Staff project for persons with mental health/psychiatric disabilities. The project was aimed at empowering these individuals to take charge of their own support group and to increase their employability by having them work with other staff at the agency. The project was a struggle to keep going primarily because there was no dedicated funding for staff or participants and it lacked timely placement in real jobs. The project fizzled, but the basic premise hovered about WCIL.

In April 1999, WCIL had an opportunity to take what it had learned and create a new project in response to a request for proposals (RFP) for consumer run services from the Los Angeles County Department of Mental Health (DMH). This RFP was part of DMH's initiative to increase the roles of consumers throughout the LA county mental health system. Many people in the mental health community believed this to be the most critical element in ensuring an effective and responsive mental health delivery system. A major part of WCIL's mission is to advocate for the inclusion of people with disabilities in the planning and delivery of programs and services designed for them. WCIL viewed this RFP as a unique opportunity to increase service delivery to consumers with mental disabilities, meet community needs and contribute some much needed systems change.

The Peer Support Project (PSP) takes people with mental disabilities and eases them back into the workforce to assist others with mental disabilities to lead independent and productive lives.

Steps Taken

WCIL regularly attended several different mental health network meetings where participating agencies used ideas from consumers and their families when discussing service issues. Many meetings centered on the idea that service provision which included more direct involvement by consumers would be a significant asset to the mental health community. Consumers, it was noted, find it easier to communicate with people who have "been there, done that." The long-standing consensus was that a program to train mental health consumers to be paraprofessionals would be an important step toward their independence. From these meetings, WCIL's Peer Support Project (PSP) was born.

WCIL submitted a concept paper that included paid participant training and internship as well as a paid consumer project coordinator. The training would assist consumers in the mental health system to provide direct services to others needing those services. A panel of agency directors, consumers, and mental health personnel reviewed the submitted papers, discussed the viability of the papers and voted on which one could best serve the community. Subsequently, they chose WCIL's proposal. Since the funding provided by the Department of Mental Health could only be used for consumer stipends and salaries, WCIL immediately went to work identifying additional funding to help defray project expenses. With an additional grant from a community church, WCIL was able to increase the project facilitator's hours from 10 to 16 and have a tiny bit left for supplies.

The Plan

Unwittingly, staff incorporated the four elements of the vocational rehabilitation process that have been identified as important in effectively helping people with mental illness to obtain employment: The practitioner (mental health professionals), the process

(flexibility), the program (consumer-run programs, real work for real pay in community settings, transitional employment) and the principles (empowerment, integrated settings, rapid placement, supportive services). ("Strategies to Secure and Maintain Employment for People with Long-term Mental Illness," National Institute on Disability and Rehabilitation Research, Vol. XV, No 10, 1993. ISSN: 0732-2623.)

To accomplish this goal, the Peer Support Project (PSP) offered the following supports.

- An eight-week training period involved topics such as crisis intervention, boundaries between counselor and consumer, stigma of mental disabilities, Social Security benefits, case management, community resources, advocacy housing issues, incident/abuse reporting, goal setting and prioritizing, information recording, forms and statistical reporting. An important part of the training dealt with the empowerment of the participant/consumer. Many participants utilized empowerment in their daily lives. The PSP coordinator and WCIL supervisors critiqued role-playing scenarios used for training purposes.
- A ten-week internship after training placed the participants in various mental health agencies throughout WCIL's service area. During this period, they worked under the guidance of professionals who assisted them in a variety of peer counseling techniques learned during training. An \$8.00 per hour stipend was paid to the PSP participants for both the training and internship.

The Project

Prospective participants applied to the PSP by submitting their resume and a cover letter explaining why they wanted to enroll in the program and what they wanted to achieve as a result of it. The criteria for selection required the participants to be LA County Department of Mental Health consumers and be stable in regard to their disability. To date, the project range of disabilities has included depression, bipolar disorders, anxiety and panic disorders, schizophrenia and obsessive-compulsive disorders.

Each of the prospective participants completed an employment application and went through a formal job interview. The application included a set of field related questions. Some of the questions included scenarios related to things that could happen in an agency and tested their knowledge of community resources.

Important to their selection as a participant in the project was the way they handled the job interview. The questions asked gave an idea of the applicants' knowledge of the field. WCIL also tried to achieve a diverse representation of disabilities among the participants.

Training

WCIL staff who developed the training curriculum included the director of services, a licensed clinical social worker, the program manager, the advocacy supervisor, and the peer support project coordinator, a consumer in the mental health system. The needs of the community and the information needed to be an asset to the community formed the basis of the PSP curriculum .

The PSP training module consisted of an eight-week course. WCIL established a ten-hour, three-day week. WCIL found that people receiving certain medication therapies had difficulty concentrating for more than 3-4 hour at a time. Rest breaks helped to alleviate stress and enhance retention of the curriculum. Each class session began with the PSP coordinator checking in with each participant to see how he or she felt that day. This allowed the participants to vent their fears and receive needed support. The topic order remained flexible to accommodate fluctuations related to participants' disabilities. WCIL noticed the class ran best when the PSP coordinator focused on one topic per class. WCIL's specialist staff conducted the majority of the lectures. Additional guest speakers came from different service area providers. WCIL found that the agencies in its service area supported the project and very willingly participated in the training process.

Questions and answers followed each lecture. Whenever possible, WCIL created scenarios and vignettes to assist participants to obtain hands-on experience. Inclusion of a recap of the previous day ensured maximum retention. The final class focused on a comprehensive review of the entire course. At the end of the training module, the PSP participants took part in a graduation ceremony that included their families and other guests. This enhanced their sense of accomplishment by allowing them to share their success.

Internships

Internships began the week immediately following the conclusion of the training module. Internships were served at local mental health service agencies. These agencies included a residential treatment center for adults with severe and persistent mental illness, an agency that provides social and educational advocacy as well as housing assistance to adults diagnosed with serious mental illness, and a drop-in center for homeless mentally ill women. When determining internship assignment, the PSP coordinator took into consideration both the participant's disability and the agency's needs. The PSP coordinator followed each participant's progress by visiting the host agency several times during the internship period. The PSP coordinator also made regular phone calls to each host agency to ensure the participants continued to honor their work commitment and to troubleshoot any problems as needed. The participants met at WCIL once a month for a support meeting. This gave the participants an opportunity to verbalize any fears and/or problems as well as share accomplishments.

Each agency that hosted interns from the WCIL Peer Support Project requested to be included in future trainings and internships. The response was so great that WCIL created a waiting list of area providers wanting to be included in the PSP program. WCIL found as each module was completed that changes were necessary to provide an even more comprehensive program. The participants and agencies gave feed back to the PSP coordinator who incorporated that information in subsequent modules.

Outcomes of the project

The primary focus of the WCIL Peer Support Project included the experience, understanding, and resources, as well as the knowledge, of people with mental disabilities as part of service delivery to their peers. This approach allowed for sharing of experience beyond what is available in traditional models. It also included a key component of the Independent Living philosophy at the heart of the project – peer support and role modeling. The PSP consumers discussed how they managed their disability, how they successfully accessed services, their firsthand knowledge of obstacles to meeting their needs, and how to effectively deal with those obstacles. Further, the project illustrated to those requesting assistance that they could be independent and utilize their skills to enhance their functioning in their communities.

The experience of the Peer Support Project empowered consumers as they developed successful work habits, learned to manage their disability in the work environment, and learned to recognize their specific needs for reasonable accommodations – all factors that could ensure the success of future employment.

The best feature of this project is its ability to further expand the service delivery system to reach more consumers and to provide the more intensive one-on-one assistance that many agencies cannot provide. As a bonus, agencies and staff had the opportunity to hear the consumer's perspective regarding agency procedures and ultimately provide another avenue for consumer input into all parts of the organization.

Success

How does one measure success? WCIL noticed that success came in many forms. One could look at the actual completion of the program as a success.

Since many of the participants either never worked or did not work for many years due to their disability, WCIL found that the completion of the PSP was a success in itself. Opening up, communicating with others and higher self-esteem also signified success in this program. Feedback from the participants ran the gamut from feeling better about themselves to a better quality of life through employment.

Out of the three completed modules, twenty participants graduated. Among those participants, ten received gainful employment, one decided to return to school, and two have jobs pending. Also, two who were in shelters and transitional housing have now

found permanent housing. As employment was not the only measure of success, the other unemployed participants who used the skills they learned to communicate better with family, the system, and obtain a better quality of life than before are considered successful as well.

Another indication of the PSP's success came in December 2000 when representatives of WCIL's Peer Support Project gave the keynote address at a luncheon for the Westside Mental Health Network. This network included approximately twenty-five mental health agencies and numerous consumers of the Department of Mental Health. The speakers included WCIL's program manager, the PSP coordinator, and several participants from the first two modules. Several agencies spoke of the program's merits as they pertained to receiving the newly trained participants. The program was well received and several new agencies signed on to participate in future sessions. The director of the LA County Department of Mental Health is considering increasing its funding of the program.

With proper training and support we can continue to better the lives of those who in the past were overlooked. The goal of the Peer Support Project is to give people with mental disabilities an opportunity to change their lives for the better by assisting those they serve to do the same.

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Keith Miller is the program manager of WCIL, where he has been employed for three years. He has been involved in the mental health community as a service provider for the past 14 years.

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WCIL Peer Support Employment Project is looking for new PARTICIPANTS!

WCIL Peer Support Employment Project is starting a new class in January 2002. We are looking for new participants who are interested in learning to be a Peer Support Trainee. Interviews are starting in November 2001.

Topics covered in the seven-week training program include:

- Advocacy
- Agency Protocols
- Benefits
- Boundaries
- Case Assessment
- Community Resources
- Confidentiality
- Crisis Intervention/Peer Counseling Concepts
- Disability Management in the Workplace
- Empowerment
- File Reviews; Setup/Maintenance
- Goal Setting
- Housing
- Incident/Abuse Reporting
- Independent Living Concepts and Skills
- Office Procedures & Equipment
- Prioritizing
- When To Act Independently/Check With a Supervisor

WCIL Peer Support Employment Project will pay participants a stipend of \$8.00 per hour. Interested? Call: Westside Center for Independent Living:

(310) 390-3611
JUDITH HOLTZ, EXT. 227
KEITH MILLER, EXT. 247

WCIL

Peer Support Project

The mission of the Westside Center for Independent Living, Inc. is to facilitate independent living for people with disabilities and seniors through a variety of non-residential programs and services. WCIL advocates, educates and provides primarily peer-conducted services to its consumers and the community. The Peer Support Staff is comprised of people with disabilities who work directly with WCIL's consumers by providing support services. Through these activities, they are able to gain work experience and job readiness skills.

Job Description

Peer Support Staff

The Peer Support Staff is under the direction and supervision of the ILS Comprehensive Services Specialists and is responsible for providing support staff in their work with consumers.

Responsibilities:

1. Provide individual services to consumers.
2. Assist in maintaining consumer files and progress notes.
3. Attend all Peer Support Staff trainings, supervision meetings and other meetings, as required.
4. Communicate status of consumer work with supervisors.
5. Input data on computer system with training as needed.
6. Work in a variety of WCIL service areas.
7. Other duties as assigned by supervisors.

Qualifications:

1. Must be a person with a mental disability receiving mental health services.
2. Ability to adhere to an assigned time schedule.
3. Ability to communicate effectively both written/oral.
4. Ability to record information accurately and within designated time frames.
5. Desire to learn necessary skills, information and resources and to follow input and directions from supervisors.
6. Interpersonal skills needed to interact effectively with a variety of staff, volunteers and consumers.
7. Able to participate in a six-week training of 8-12 hours per week in consumer service provision.

Skills To Be Acquired:

1. Basic supportive counseling skills.
2. Advocacy and enhanced communication skills.
3. Basic crisis intervention skills.
4. Basic knowledge of government benefits, systems and related procedures.
5. Knowledge of community resources, basic computer applications and report writing.
6. Organizational skills.

Peer Support Employment Project Application

Date: _____
Name: _____
Address: _____
Phone #: _____
SSN#: _____

1. Why do you think you would make a good Peer Support Intern?

2. What has been your experience in assisting yourself and others in making your lives better?

3. What skills would you like to receive from the PSEP training?

4. Please describe your personal experience working with a disability?

5. Please list five community resources in your area.

References:

Name: _____

Address: _____

Telephone: _____

Name: _____

Address: _____

Telephone: _____

Emergency Contact:

Name: _____

Telephone: _____

Relationship: _____

2001 application /jh

WRITTEN QUESTIONS

Please write a couple of paragraphs on the following questions.

You have a late afternoon appointment with a consumer. You must complete paperwork for each consumer you see. During the middle of the day you have to handle a crisis where another consumer walks in and needs resources to homeless shelters. How would you handle the situation?

Please describe a situation that you were involved with that you handled very well. What was the outcome of the situation?

Panel Interview Questions

1. What interests you about working with people who have mental disabilities?
2. What do you think the strongest quality a Peer Support Staff member should have?
3. You have a consumer who is not applying himself/herself to their set goal plan. How would you assist them in completing their goals?
4. Do you work better independently or as part as a team? Why?
5. What situations cause you stress? How do you cope with stress?
6. Tell us about a situation that you considered yourself as having not succeeded. How could you have handled the situation differently?

7. What types of consumers do you feel it would be the most difficult to work with. Why?
8. Why do you think you would be a good Peer Support Staff member? Please describe what qualities, and experiences you possess that would contribute to your success in this position.
9. What support systems do you have in place to assist you in life?
10. Where do you see yourself in the job market in 2 years?

Peer Support Employment Project Evaluation

This is the time to make your evaluation of this course. Please include what you felt worked and didn't work. Also add areas you wanted to receive more information in and areas that you felt were not helpful. This will assist the Peer Support Staff to improve on the training.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Date: March 12, 2001 Subject: Name of Speaker:
Topic of Day

Evaluation for Peer Support Project

Rating scale for each area is 1 being lowest 5 being highest

1. The presentation was informative and concise.

1 2 3 4 5

Comments:

2. The presenter was knowledgeable in the area of presentation.

1 2 3 4 5

Comments:

3. Questions were answered clearly and thoroughly.

1 2 3 4 5

Comments:

4. Presenter was attentive to class needs.

1 2 3 4 5

Comments:

5. Additional Comments:

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Billings, Montana**Region IX**Carol Bradley
San Francisco, California**Region X**Ruth L'Hommedieu
Fairbanks, Alaska**Executive Director**
Anne-Marie Hughey

Teleconference: Innovative IL Programs: Mental Health Peer Project

AN IL NET
an ILRU/NCIL National Training and Technical
Assistance Project

Confirmation of Registration

Dear site coordinator:

We are pleased to confirm your registration for the IL NET Teleconference: *Innovative IL Programs: Mental Health Peer Project* on January 23, 2002 at 3:00 p.m. Eastern Time. Your authorization number is 9045. Please call the NCIL office to get your access code. For the Teleconference you will need to have the authorization number and your access code. Please call "A Professional Conference Call" 10 - 15 minutes prior to the scheduled time. On January 23, you will dial 800-294-3471, you will then be prompted to enter the authorization number, then put in your site specific access code followed by the pound key, and will be automatically connected in to the call. There will be opportunity for questions and answers. The conference operator will cue you in. The operator will give instructions at the beginning of the call. When asking a question, please state your name and location.

**An IL NET ILRU/NCIL National Training and Technical
Assistance Project will be Moderated by Darrell Jones.**

Site Coordinators are responsible for ensuring the accessibility of their sites. A disk has been provided for you to make alternate formats. If you are unable to make them yourself you can contact Braille Works at 1-800-258-7544. Alternate formats must be ordered 7 days in advance to avoid shipping charges.

Please have every participant at your site sign in and fill out an evaluation before leaving your site. Please mail the participant's list and evaluation forms to:

NCIL
1916 Wilson Blvd., Suite 209
Arlington, VA 22201
Attention: Kristy Langbehn

In addition, the audiotape of the teleconference will be available for \$25.00. Please return the enclosed order form or the order form as directed.

The Teleconference is scheduled as follows:

	<i>Eastern</i>	<i>Central</i>	<i>Mountain</i>	<i>Pacific</i>
Pre-teleconference discussion at sites	2:00 pm	1:00 pm	12:00 am	11:00 am
Live Teleconference	3:00 pm	2:00 pm	1:00 pm	12:00 pm
Post-teleconference activity's	5:00 pm	4:00 pm	3:00 pm	2:00 pm.

Pre-teleconference discussion at sites

Please ask participants for your site to arrive one hour and 15 minutes prior to the scheduled time for the Live Teleconference. The following are guidelines for you to follow in facilitating discussion during this time.

Introduction

This conference will provide the opportunity for you to listen to and review how to maximize your efforts by using Internet tools.

- ! Distribute handout materials
- ! Ask participants to introduce themselves.
- ! Ask participants to list their questions on a flip chart or blackboard. These questions can be checked off during the conference call when or if they are answered.

Post-teleconference activities

1. What, if any, new ideas might you explore or implement?
2. Ask participants to identify future subjects that can be addressed through Teleconference approach to training.

What About Audio Problems?

There are two primary causes of audio problems. **While listening, be sure that your microphone mute switch is on.** If your microphone is on and there is noise at your site, it may result in "clipping" where one or two words of the speakers' sentence may not be heard.

Occasionally, audio problems are due to poor connection. If this should happen during the Teleconference, please follow this procedure:

- A) Hang up and dial 800-294-4202, explain the problem to the operator and ask to be reconnected to the **NCIL Teleconference moderated by Darrell Jones.**
- B) If the audio problem persists, hang up and redial the connect numbers again. Ask the operator to call your site to establish a clear line.
- C) If you experience any technical problems, be sure to call "A Better Conference" at 800-294-4202 after the Teleconference and explain the difficulty. They will work with you to isolate the problem so it can be corrected for future teleconferences.

Authorization Codes

The authorization code is specific for every Teleconference call. The number will be different for every Teleconference. Only the people who have registered will be given the authorization code.

Access Codes

Each site will have a specific access code that will be permanent for your site. We will keep your access code on file. This will not be able to be used by any other site or satellite. A different site will not be allowed to use your access code.

Important!!! Please call NCIL office at least 5 business days prior to the Teleconference date to get your Access Code. Toll free 800/525-3400 ext. 26



IL NET Presents
Teleconference:
Innovative IL Programs:
Mental Health Peer Project
January 23, 2002

Participants List

Alaska

Access Alaska
3550 Airport Way
Suite 3
Fairbanks, AK 99709
Site Coordinator: **Pat Buchanan**
Number of Participants: 8
Voice: 907-479-7940
TTY: 907-474-8619
Fax: 907-474-4052

Alaska

Access Alaska
121 W. Fireweed Lane
Suite 105
Anchorage, AK 99503
Site Coordinator: **Nancy Burke**
Number of Participants: 5
Voice: 907-248-4777
TTY: 907-248-8799
Fax: 907-248-0639

Arizona

Arizona Bridge to Independent Living
1229 E. Washington
Phoenix, AZ 85034
Site Coordinator: **Donna Kuck**
Number of Participants: 10
Voice: 602-256-2245
TTY: 602-256-2245
Fax: 602-254-6407

California

Dayle McIntosh Center
13272 Garden Grove Blvd.
Garden Grove, CA 92843
Site Coordinator: **Rick Franz**
Number of Participants: 1
Voice: 714-621-3300
TTY: 714-663-2087
Fax: 714-663-2094
rfranz58@aol.com

California

Humboldt Access Project
955 Myrtle
Eureka, CA 95501
Site Coordinator: **Carol McNeill**
Number of Participants: 7
Voice: 707-445-8404
TTY: 707-445-8405
Fax: 707-445-9751
hap@northcoast.com

California

Independent Living Resource Center
649 Mission Street
Third Floor
San Francisco, CA 94105
Site Coordinator: **Carol Patterson**
Number of Participants: 10
Voice: 415-543-6222
TTY:
Fax: 415-543-6318
necwest@earthlink.net



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Participants List

Florida

Center for Independent Living of Jacksonville
2709 Art Museum Drive
Jacksonville, FL 32207
Site Coordinator: **Andrea Williamson**
Number of Participants: 10
Voice: 904-399-8484
TTY: 904-398-6322
Fax: 904-396-0859
cilj@fdn.net

Georgia

Bain Inc.
P.O. Box 1674
Bainbridge, GA 31718
Site Coordinator: **Stancil Tootle**
Number of Participants 2
Voice: 912-246-0150
TTY:
Fax: 912-246-1715

Iowa

Evert Conner CIL
730 South Dubuque Street
Iowa City, IA 52240
Site Coordinator: **Hamet Gooding**
Number of Participants: 15
Voice: 319-338-3870
TTY: 319-338-3870
Fax: 319-338-8385
CONNORCTR@AOL.COM

Illinois

Illinois Network of Centers for IL
1 West Old State Capitol Plaza
Suite 501
Springfield, IL 62701
Site Coordinator: **Ann Ford**
Number of Participants: 12
Voice: 217-525-1308
TTY: 217-525-1308
Fax: 217-525-1312
annford@incil.org

Illinois

IL/IA CIL
3708 11th Street
Rock Island, IL 61201
Site Coordinator: **Susan Sacco**
Number of Participants: 20
Voice:
TTY: 304-793-0090
Fax: 304-283-0097
comadvocate@iicil.com

Illinois

Central Illinois CIL
614 West Glen Avenue
Peoria, IL 61614
Site Coordinator: **Karen Turner**
Number of Participants: 5
Voice: 309-682-3500
TTY:
Fax: 309-682-3989



IL NET Presents
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Participants List

Kentucky

Center for Accessible Living
981 S. Third Street
Suite 102
Louisville, KY 40203
Site Coordinator: **Jan Day**
Number of Participants: 5
Voice: 502-589-6620
TTY: 502-589-3980
Fax: 502-589-3980
jday@calky.org

Kentucky

Disabilities Coalition of No. KY
36 West Pike Street
Covington, KY 41012
Site Coordinator: **Geraldine Rader**
Number of Participants 5
Voice: 859-431-7668
TTY:
Fax: 859-431-7688
ger@igluu.com

Louisiana

LA SILC
3505 Fifth Avenue
#A-2
Lake Charles, LA 70607
Site Coordinator: **Mitch Granger**
Number of Participants: 5
Voice: 337-477-7194
TTY:
Fax: 225-219-7551

Maine

Alpha One (Satellite)
P.O. Box 560
Mapleton, ME 04757
Site Coordinator: **Ketra Crosson**
Number of Participants: 2
Voice: 207-764-6466
TTY: 207-764-6466
Fax: 207-764-5396
kcrosson@alphaonenow.com

Maine

Alpha One
41 Acme Road
Suite 5
Brewer, ME 04412
Site Coordinator: **Cynthia Sudheimer**
Number of Participants: 1
Voice: 207-942-4422
TTY:
Fax:
sudheim@mint.net

Michigan

Blue Water CIL
310 Water Street
Port Huron, MI 48060
Site Coordinator: **Eric Britz**
Number of Participants: 5
Voice: 810-987-9337
TTY:
Fax: 810-987-9548
embritz@hotmail.com



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Participants List

Michigan

Ann Arbor CIL
2568 Packard Road
Georgetown Mall
Ann Arbor, MI 48104
Site Coordinator: JoAnn Lucas
Number of Participants: 10
Voice: 734-971-0277
TTY: 734-971-0310
Fax: 734-971-0826

Michigan

Oakland/Macomb CIL
13213 East 14 mile Road
Sterling Heights, MI 48312
Site Coordinator: Richard Sides
Number of Participants: 4
Voice: 810-268-4160
TTY: 810-268-4160
Fax: 810-268-4720
ricks@omcil.org

Minnesota

CIL of Northeaster MN
Mesabi Mall, Suite 11
1101 E. 37th Street
Hibbing, MN 55746
Site Coordinator: Alicia Carrillo
Number of Participants: 2
Voice: 218-262-6675
TTY:
Fax: 218-262-6677
alicia@accessnorth.net

Minnesota

SEMCIL
4937 Third Street NW
Rochester, MN 55901
Site Coordinator: Ann Peterson
Number of Participants: 1
Voice: 507-285-1815
TTY: 507-285-0616
Fax: 507-288-8070
semcil@sparc.isl.net

Missouri

Warrensburg IL Services
123 East Gay Street
Suite S-2
Warrensburg, MO 64093
Site Coordinator: Belle Harris
Number of Participants: 20
Voice: 660-422-7883
TTY: 660-422-7894
Fax: 660-422-7895

New Jersey

DAWN Inc
400 South Main Street
Suite 3
Wharton, NJ 07885
Site Coordinator: Carmela Slivinski
Number of Participants: 4
Voice: 973-361-5666
TTY: 973-361-6032
Fax: 973-361-7086
dawninc@nac.net



IL NET Presents
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Participants List

New Mexico

New Vistas
1205 Parkway Drive
Suite A
Santa Fe, NM 87505-7234
Site Coordinator: **Silvia Brooks**
Number of Participants: 4
Voice: 505-471-1001 x 18
TTY:
Fax: 505-471-4427
sbrooks@newvistas.com

New York

Resource CIL
P.O. Box 210
409 Columbia Street
Utica, NY 13503
Site Coordinator: **Dianne DiMeo**
Number of Participants: 5
Voice: 315-797-4642
TTY: 315-797-5837
Fax: 315-797-4747
dianne.dimeo@rcil.com

New York

Self Initiated Living Options
745 Waverly Avenue
Holtsville, NY 11742
Site Coordinator: **Lynn Lynch**
Number of Participants: 6
Voice: 631-654-8007
TTY: 631-654-8076
Fax: 631-654-8077
suffolkilc1@aol.com

New York

NYS Office Of Mental Health
44 Holand Avenue
8th Floor
Albany, NY 12229
Site Coordinator: **Ronald Bassman**
Number of Participants: 1
Voice: 518-473-6579
TTY:
Fax: 518-473-7926
corarxb@omh.state.ny.us

New York

Northern Regional CIL
165 Mechanic Street
Watertown, NY 13601
Site Coordinator: **Michelle Hobast**
Number of Participants: 1
Voice: 315-785-8703
TTY: 315-785-8703
Fax: 315-785-8612
michelleh@nrcil.org

New York

Long Island CIL
3601 Hempstead Turnpike
Suite 208
Levittown, NY 11756
Site Coordinator: **Grisselle Rivera**
Number of Participants: 5
Voice: 516-796-6176
TTY:
Fax: 516-796-0529



IL NET Presents
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Participants List

Ohio

Access Center for Independent Living
35 S. Jefferson Street
Dayton, OH 45402
Site Coordinator: **Greg Kramer**
Number of Participants: 4
Voice: 937-341-5202
TTY: 937-341-5215
Fax: 937-341-5217
gregk@acils.com

Oregon

Umpqua Valley disAbilities Network
P.O. Box 507
Roseburg, OR 97470
Site Coordinator: **Tricia Hoelscher**
Number of Participants 8
Voice: 541-672-6336
TTY: 541-440-2882
Fax: 541-672-8606
uvdn@jeffnet.org

Pennsylvania

Tri-County Patriots for Independent Living
69 East Beau Street
Washington, PA 15301
Site Coordinator: **Michelle Brozinski**
Number of Participants: 5
Voice: 724-223-5115
TTY: 724-228-4028
Fax: 724-223-5119
michelle@tripil.com

Pennsylvania

CIL of South Central PA
Station Mall - Suite 30
9th Avenue & 17th Street
Altoona, PA 16602
Site Coordinator: **Howard Ermin Jr.**
Number of Participants: 10
Voice: 814-949-1905
TTY: 814-949-1905
Fax: 814-949-1909
cilscpa@msn.com

Pennsylvania

Abilities In Motion
416 Blair Avenue
Reading, PA 19601
Site Coordinator: **Jaclyn Kratzer**
Number of Participants: 5
Voice: 610-376-0010
TTY:
Fax: 610-376-0021

Tennessee

Memphis CIL
163 N. Angelus
Memphis, TN 38104
Site Coordinator: **Sandi Klink**
Number of Participants: 5
Voice: 901-726-6404
TTY: 901-726-6404
Fax: 901-726-6521
sandi@mcil.org



IL NET Presents
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Participants List

Texas

ARCIL, Inc.
825 E. Rundberg Lane
Suite A-1
Austin, TX 78753
Site Coordinator: **Margarida Liu**
Number of Participants: 9
Voice: 512-832-6349
TTY: 512-832-6349
Fax: 512-832-1869
margaridalIU@arcil.com

Texas

ARCIL San Marcos
618 South Guadalupe Street
103
San Marcos, TX 78666
Site Coordinator: **Anita Ojeda**
Number of Participants 5
Voice: 512-396-5790
TTY: 512-396-5790
Fax: 512-396-5794
arcil@bga.org

Wisconsin

Independence First
600 W. Virginia Street
Suite 301
Milwaukee, WI 53204
Site Coordinator: **Karen Avery**
Number of Participants: 8
Voice: 414-291-7520
TTY: 414-291-7520
Fax: 414-291-7525
kavery@independencefirst.org

Wisconsin

Midstate IL Consultants
P.O. Box 369
Rhineland, WI 54501
Site Coordinator: **Becky Paulson**
Number of Participants: 6
Voice: 715-369-5040
TTY: 175-369-5040
Fax: 715-369-5043
rlbmilc@newworth.net

West Virginia

West Virginia
PO Box 625
Barron Drive, C-Building
Institute, WV 25112
Site Coordinator: **Ann Watts Meadows**
Number of Participants: 15
Voice: 304-766-4624
TTY: 304-766-4624
Fax: 304-766-4721
ann.meadows@wvsilc.org

IL NET TRAINING PROJECT

Teleconference: Innovative IL Programs: Mental Health Peer Project

January 23, 2002

Training Evaluation Form

In an effort to continue providing the most effective training, please take a few minutes to evaluate this session. Your feedback is important to the project. Thank you.

On a scale from 1 (the lowest rating) to 4 (the highest rating), please rate the performance of the appropriate trainer.

1. The trainers' level of knowledge on this topic?

Judith Holtz	1 (Low)	2	3	4 (High)
Mary Ann Jones	1 (Low)	2	3	4 (High)
Penny Mehra	1 (Low)	2	3	4 (High)
Andrea Pulcini	1 (Low)	2	3	4 (High)

2. Please rate the trainers' ability to hold your interest.

Judith Holtz	1 (Low)	2	3	4 (High)
Mary Ann Jones	1 (Low)	2	3	4 (High)
Penny Mehra	1 (Low)	2	3	4 (High)
Andrea Pulcini	1 (Low)	2	3	4 (High)

3. How effective, prepared, and organized were the trainers?

Judith Holtz	1 (Low)	2	3	4 (High)
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Mary Ann Jones	1 (Low)	2	3	4 (High)
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Penny Mehra	1 (Low)	2	3	4 (High)
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Andrea Pulcini	1 (Low)	2	3	4 (High)
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4. How helpful were the materials in conjunction with the training?

1 (Low)	2	3	4 (High)
---------	---	---	----------

5. Was the program content well organized and up-to-date?

1 (Low)	2	3	4 (High)
---------	---	---	----------

6. Please rate the degree to which your objectives were met.

1 (Low)	2	3	4 (High)
---------	---	---	----------

7. Was sufficient opportunity provided to address your questions and concerns?

1 (Low)	2	3	4 (High)
---------	---	---	----------

8. Please rate the training overall.

1 (Low)	2	3	4 (High)
---------	---	---	----------

9. What did you like most about this Teleconference?
10. What, if anything, would you change for future Teleconferences?
11. What would you like to see NCIL do as an on-site training?
12. What would you like to see NCIL do as a teleconference?

General Comment:

Thank you

Please return all forms to:

Kristy Langbehn
Project Logistic Coordinator
National Council on Independent Living
1916 Wilson Boulevard
Suite 209
Arlington, VA 22201

IL NET TRAINING PROJECT

Teleconference:

Innovative IL Programs: Mental Health Peer Project

Site Evaluation Form

On a scale from 1 (the lowest rating) to 4 (the highest rating), please rate your Site.

1. Did the Site Coordinator prepare the manual in the format that is accessible for you?

Yes

No

N/A

Comment:

2. Were you given page numbers in your format to correspond with regular print?

Yes

No

N/A

Comment:

3. Did you receive the training manual prior to the teleconference?

Yes

No

N/A

Comment:

4. Were you asked to participate in the Pre-Conference?

Yes

No

N/A

Comment:

5. How useful was the Pre-Conference?

1 (Low)

2

3

4 (High)

6. Were you asked to participate in the Post-Conference?

Yes

No

N/A

Comment:

7. How useful was the Post-Conference?

1 (Low)

2

3

4 (High)

8. Were you provided with a participants list and evaluation in a format accessible to you?

Yes

No

N/A

Comment:

9. Did the phone used for the teleconference have a clear connection?

Yes

No

N/A

Comment:

10. Did your Site Coordinator, make the teleconference accessible for you, i.e. real time captioning, interpreters, assistive listening device etc.?

Yes

No

N/A

Comment:

11. What would you like to see as in-service provided by your Site?

Site Coordinators this evaluation is for your records to enhance your sites learning experience.

Please return all forms to your Site Coordinator.

IL NET Presents

Innovative IL Programs:
Mental Health Peer Project

January 23, 2002

Audio Tape Order Form

An audio cassette of the **IL NET** National Teleconference training is available. If you would like a copy, please fill out the order form below.

Please Print or Type

Name: _____

Center: _____

Address: _____

Telephone: _____ Fax: _____

Number of sets: _____ x \$25.00 = \$ _____
(shipping included)

Payment Information:

Credit Card# _____ Exp. _____

Print Name: _____

Authorizing Signature: _____

(By signing you authorize NCIL to charge the Audio Tape to your credit card) Visa and MasterCard only.

Please mail order form and payment to :
National Council on Independent Living
1916 Wilson Blvd., Suite 209
Arlington, VA 22201
Attention: Kristy Langbehn

IL NET Presents
Innovative IL Programs:
Mental Health Peer Project

January 23, 2002

Do-It-Yourself Kit

A Do-It-Yourself Kit of the **IL NET** National Teleconference is available. If you would like a Kit, please fill out the order form below.

Please Print or Type

Name: _____

Center: _____

Address: _____

Telephone: _____ Fax: _____

Number of sets: _____ x \$125.00 = \$ _____
(shipping included)

Payment Information:

Credit Card# _____ Exp. _____

Print Name: _____

Authorizing Signature: _____

(By signing you authorize NCIL to charge the Kit to your credit card) Visa and MasterCard only.

Please mail order form and payment to :
National Council on Independent Living
1916 Wilson Blvd., Suite 209
Arlington, VA 22201
Attention: Kristy Langbehn



U.S. Department of Education
Office of Educational Research and Improvement (OERI)
National Library of Education (NLE)
Educational Resources Information Center (ERIC)



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